



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HUMAN RESOURCES SPECIALIST

Class No. 002438

■ CLASSIFICATION PURPOSE

To perform entry-level professional human resources work in a County department, or agency to include: recruitment and selection, examination, classification and compensation, benefits, workers' compensation, employee relations, performance evaluations, disciplinary and grievance matters; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Human Resources Specialist is responsible for performing entry-level professional tasks within a human resources discipline. Under general supervision, incumbents perform recruitment, classification and compensation, benefits and workers' compensation assignments, and/or assist higher-level personnel officers in the daily operation of a personnel office; assist in the preparation of Civil Service Commission cases; coordinate interviews, and provide advice and information to department managers. This class differs from the Personnel Aide class in that the Personnel Aide is a paraprofessional class, which provides clerical administrative support to Human Resources Specialist, Departmental Personnel Officers or Human Resources Analysts.

Incumbents are expected to gain experience and demonstrate proficiency, which qualifies them to promote to the higher-level classifications of Departmental Personnel Officer or Human Resources Analyst. Human Resources Specialist allocated in a County operating department/agency report to a Departmental Personnel Officer, or Senior Departmental Personnel Officer and performs a wide range of personnel functions. Human Resources Specialists are privy to highly confidential and sensitive information regarding decision making processes affecting recruitment and selection, benefits, workers' compensation, labor relations, personnel and employment transactions.

■ FUNCTIONS

The examples of essential functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

COUNTY DEPARTMENT/AGENCY OPTION

Essential Functions:

1. Acts as liaison with a variety of County departments and outside agencies on personnel-related matters such as unemployment insurance, workers' compensation, occupational health and safety, retirement, disability placements, background investigations, etc.
2. Reads and interprets Civil Service rules, laws and regulations; Administrative Code, Memorandum of Agreements, Compensation Ordinance, and related reference materials.
3. Provides advice, direction and information to operating department managers and supervisors on a variety of personnel-related matters, including selection of employees.
4. Assists in investigations, gathering data and report preparation on proposed disciplinary actions and employee grievances.
5. Advises management on appropriate action.
6. Prepares a variety of correspondence and reports for management review.
7. Screens classification activity requests, and advises management on the merits of requests for reclassification.
8. May assist in the preparation and presentation of Civil Service Commission cases for departmental management.
9. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.
10. Participates in appropriate recruitment and selection programs. Performs a variety of recruitment efforts such as attending job fairs, speaking to various groups, and writing advertisements; acts as liaison with the Department of Human Resources

on examination and certification activities; advises departmental managers and supervisors on selection and placement of employees.

11. May assist in the preparation of training programs in personnel policy, labor relations, affirmative action, and similar subject matter.
12. May be assigned to special projects performing information gathering, analysis, and report generation.
13. May select, supervise, train, and evaluate subordinate support staff.
14. Update policy and procedure, desk and training manuals.

HUMAN RESOURCES SERVICES OPTION

Essential Functions:

1. Reviews and evaluates supplemental application forms and corresponding rating sheets to determine appropriate scoring and measuring of applicant qualifications.
2. Works with departmental subject matter experts (SME) to develop rating criteria.
3. Develops and posts job announcements.
4. Develops outreach recruitment plans.
5. Composes job ads and posts on web sites and publications.
6. Networks with professional and community groups/organizations.
7. Conducts classification and compensation studies.
8. Ensures quality control of all recruitment documents before publication.
9. Prepares all web-based documents for production environment for County Internet and Intranet recruitment sites.
10. Conduct research on certification and/or application history files within the applicant tracking system.
11. Conducts projects performing information gathering, analysis, and report generation.
12. May select, supervise, train, and evaluate subordinate support staff.
13. Administers and maintains overall Sigma applicant tracking system and configuration.
14. Provides and coordinates Sigma applicant tracking trainings.
15. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

BENEFITS OPTION

Essential Functions:

1. Coordinates and administers a variety of insurance and benefits plans for county employees and their dependents.
2. Communicates information to employees regarding any changes to their coverage.
3. Acts as liaison between insurance providers, employees and their dependents.
4. Reviews, researches and processes claims, ensuring contract compliance.
5. Investigates and resolves problems regarding coverage.
6. Monitors and reconciles employee accounts.
7. Reviews status reports from insurance providers.
8. Works with various constituencies and departments to ensure contract compliance.
9. Communicates and disseminates information regarding COBRA benefits for terminated employees.

10. Handles COBRA payments and reconciliation.
11. Processes death claims.
12. Coordinates and participates in annual open enrollment activities and benefits fairs.
13. Conducts new employee orientation sessions.
14. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

WORKERS COMPENSATION OPTION

Essential Functions:

1. Initiates contact with employee, supervisor, and doctor's office regarding workers' compensation claims.
2. Establishes and maintains case files, logs, and indexes; reviews documentation and records.
3. Verifies job-related accidents with claimants and supervisors.
4. Initiates introduction, "no-show," and closing letters; monitors claimant's case history, noting any prior workers' compensation claims filed.
5. Addresses suspicious claims and delays cases when necessary.
6. Maintains and updates diaries on employee's workers' compensation injury status.
7. Authorizes MRI and diagnostic appointments; authorizes reserves and payments.
8. Monitors payments for permanent disability life insurance.
9. Prepares daily report of claims status.
10. Maintains filing system regarding past and current claims.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Public personnel administration methods, techniques and related terminology.
- Data collection and statistical methodology.
- Theories, principles, and functions on matters of personnel administration.
- County of San Diego governmental organization and Department of Human Resources policies, procedures, and operations.
- County of San Diego Civil Service Rules and regulations, Compensation Ordinance, Memorandum of Agreements (MOA) with Labor Unions.
- County customer service objectives and strategies.
- Telephone, office, and online etiquette.
- Recruitment strategies and methods.
- Staffing patterns and organizational structures common to public sector agencies.

Human Resources Services Option (in addition to the knowledge common to all):

- Validation and test development principles.

Benefits Option (in addition to the common knowledge common to all):

- Federal, state, and local legislation/laws relevant to benefits administration.

Worker's Compensation Option (in addition to the knowledge common to all):

- Basic medical terminology related to the cause and treatment of occupational injuries and diseases.
- Practices and procedures of claims/project management including investigation, evaluation and settlement strategy techniques.
- California Government Code, Motor Vehicle Code, Labor Code provisions and case law governing Workers' Compensation.

Skills and Abilities to:

- Maintain confidentiality.
- Collect and analyze facts and information.
- Understand, interpret and follow laws, ordinances, regulations and procedures.
- Write various types of reports, plans and instructions.
- Produce work products using computerized equipment and records.
- Evaluate quantitative and qualitative information.
- Prepare recommendations and design plans for studies.
- Communicate effectively in oral and written form.
- Prepare and interpret organizational data.
- Manage a caseload and respond to requests in a timely manner.
- Negotiate solutions to personnel problems/issues.
- Enter and retrieve data from a computerized record keeping system.
- Establish and maintain effective working relationships with all levels of staff and the public.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. A bachelor's degree from an accredited college or university, in Personnel, Public or Business Administration, Human Resource Management, Industrial Organizational Psychology, or closely related field, OR
2. Four (4) years of para-professional experience in recruitment, selection, classification, compensation, labor/employee relations, benefits administration, organizational development, workers' compensation, or risk management/loss prevention.

Notes: Education and work experience may be substituted on a year-for-year basis. Previous experience in a public sector civil service personnel system is highly desirable.

To promote to Departmental Personnel Officer, current and new employees must complete the Departmental Personnel Officers' Certificate Program sponsored by the Department of Human Resources.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers; bending and stooping; twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: walking, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: July 7, 2000
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